



Making ISD Work on a Budget

NCWorks Partnership Conference

October 13, 2022

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NC
works



Integrated Service Delivery

ReCONNECT, ReENGAGE, ReIGNITE

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Goal of Integrated Service Delivery...

To provide a **SEAMLESS** delivery system
and improve **CUSTOMER SERVICE** to
businesses and job seekers

...A better way to conduct business

So why did we change to Integrated Service Delivery?

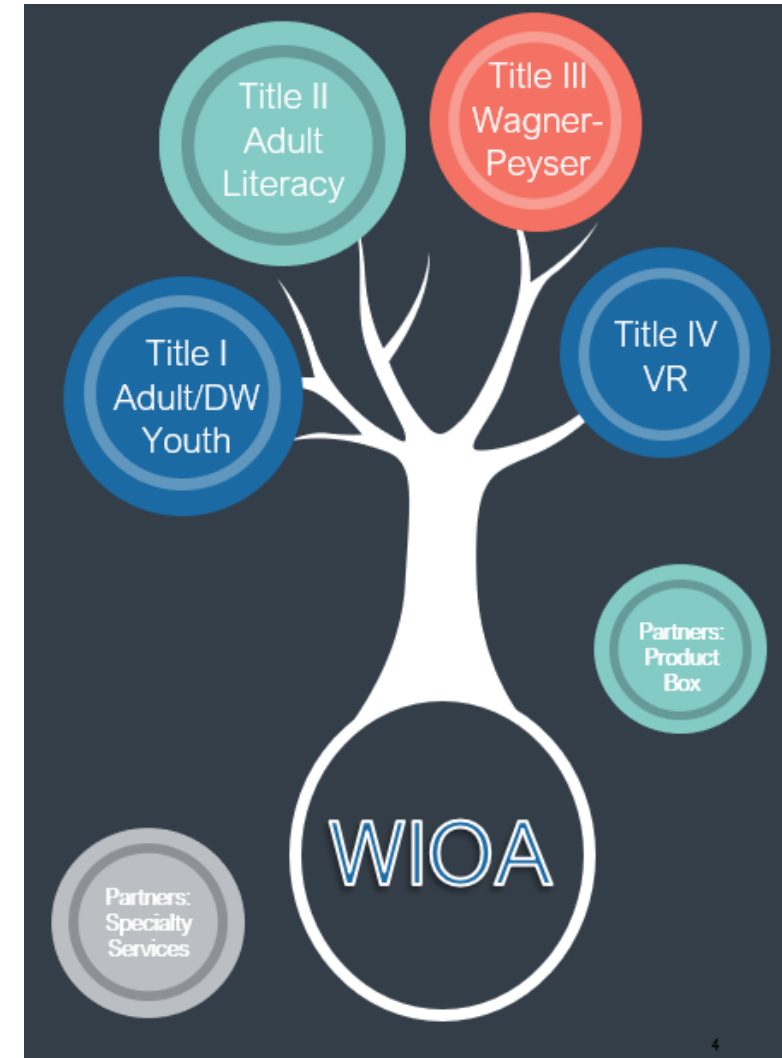
The simple answer is...

- Respond to a Changing World
- Stay/Become Relevant
- Define Success Beyond Measures
- Serve Customers Even Better
- Increase number of customers
- Expand and Improve Services
- Go lean and reduce bureaucracy
- Add even more value
- Use limited resources effectively

Integrated Service Delivery

- WIOA Adult & Dislocated Worker and Wagner-Peyser
 - Unified vision, policies, and common metrics
 - Organized by service, not by program
 - Program/Funding streams invisible to customer
 - Sharing of all customers
 - Unified staffing
- Partners
 - Specialty services
 - Product Box

WE ARE ALL WIOA!



We are all One TEAM at NCWorks



How does ISD come together?



- NCWorks staff is assigned by function, not funding stream
- Provide more staff-assisted services
- Ensure customers have the opportunity to KNOW their skills, IMPROVE their skills and get the best JOB possible
- Every job seekers leaves the Center as a better job candidate because of the value-added services received
- Center services are aligned to needs of local employers

Integration Works

Integrated
Customer Pool

Integrated
Customer
Flow

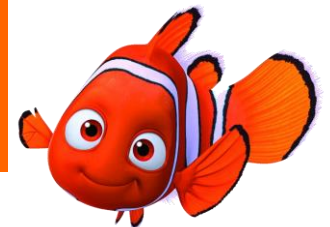
Integrated
Staffing

Integrated
Technology

INTEGRATED CUSTOMER POOL

- All center customers are fully enrolled in Wagner-Peyser on their first visit.
- Better Customer Service
- Each customer has one-on-one meetings with staff
- Allows any customer to be served by any staff
- Gives a “value-added” services
- Continuous engagement

No need to keep
swimming when
you have ISD



INTEGRATED CUSTOMER FLOW

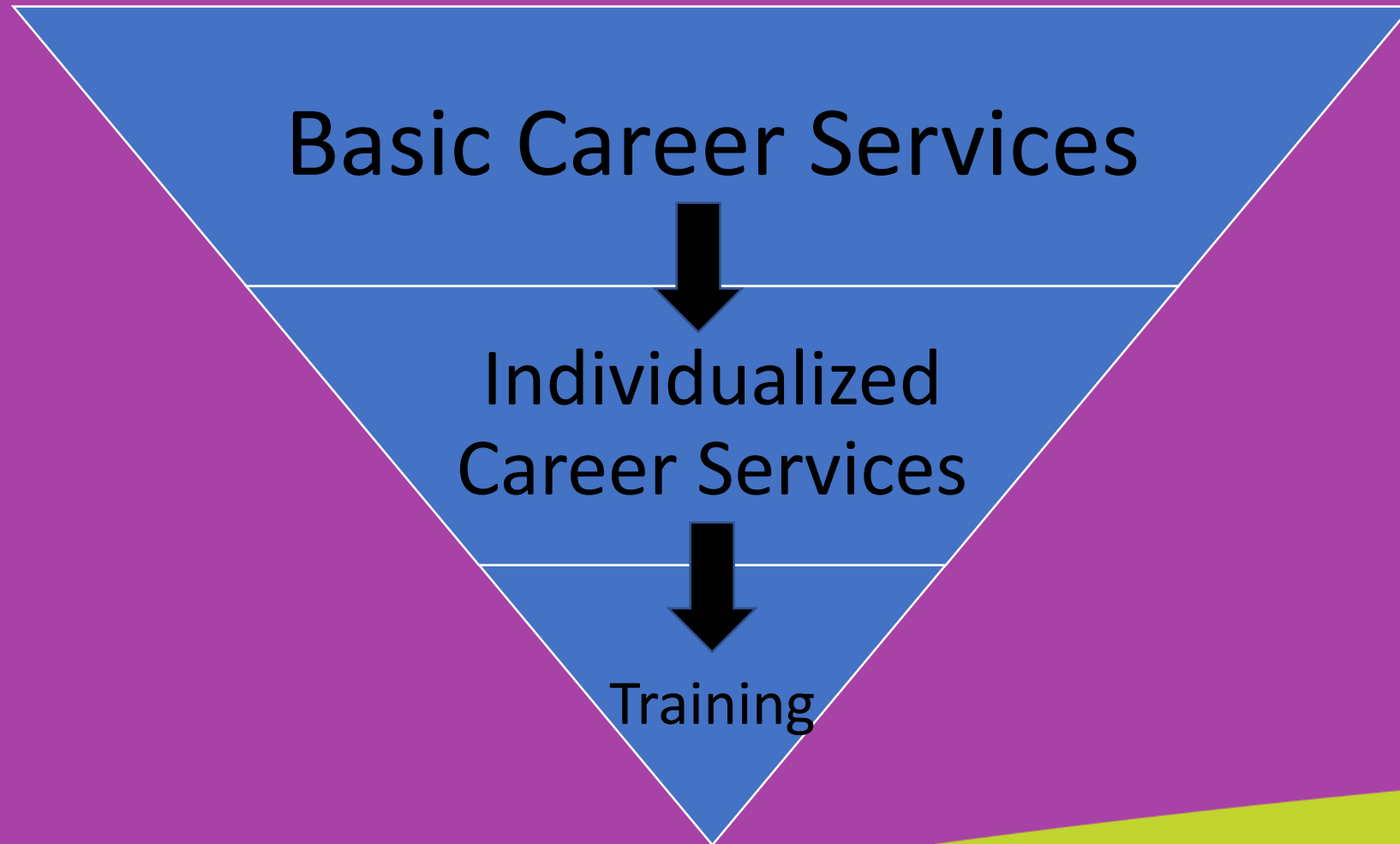
- Does not emphasize program eligibility and program participation
- Provides all center customers the opportunity to:
- Know their skills (initial meeting)
- Improve their skills (skill enhancement products)
- Get the job that best matches their skills (assessments and labor market information)

On first visit customer receives

- Orientation
- Initial Assessment
- Full enrollment into NCWorks Online
- A job lead, job referral, job search, or resume assistance
- Skill development
- Recommended next steps
- Scheduled next service



Levels of Service



Levels of Service-Part I

Basic Career Services

- Basic Career Services-
 - Intake and orientation
 - Initial assessment of skills levels
 - Job search assistance
 - Labor market information
 - Referrals to other programs and services
 - Job Development Contacts
 - Assistance in establishing eligibility for programs of financial aide assistance for programs NOT covered under WIOA

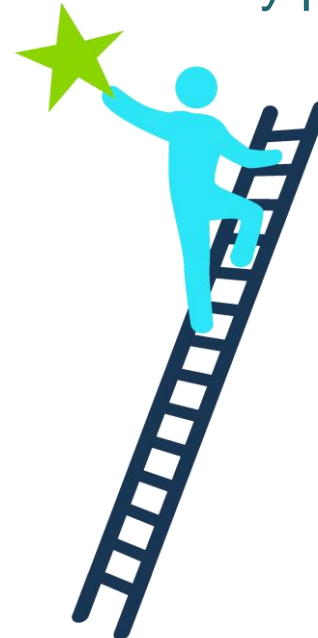
Service Level-Part 2

Individual Career Services

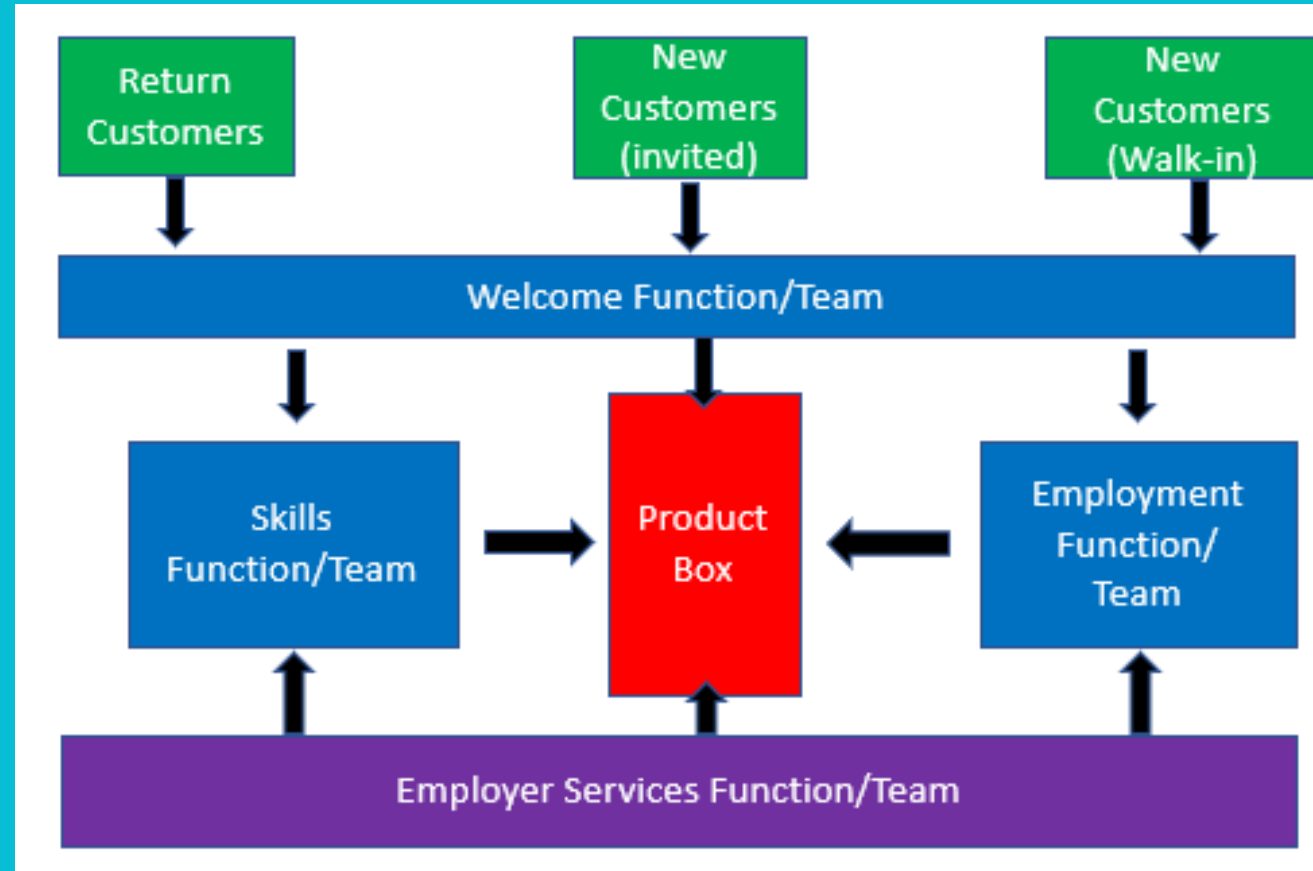
- Individualized Career Services-
 - Comprehensive and specialized assessments
 - In-depth interviewing to evaluate and identify barriers and employment goals
 - Development of an Individual Employment Plan
 - Group/individual counseling
 - Career Planning and Management
 - Internships and work experience
 - Workforce preparation activities
 - Financial literacy services
 - English language acquisition (ESL)

Service Level 3 Training

- To be eligible for training services, the staff member must determine the individual is:
 - Unlikely to obtain or retain employment that leads to self-sufficiency through career services alone
 - In need of training services to obtain or retain employment that leads to self-sufficiency
 - Has the skills and qualifications to successfully participant in the selected training program
- Occupational Skills Training
 - Long-Term
 - Short-Term
- On-the Job Training
- Apprenticeship
- Incumbent Worker Training
- Customized Training



Integrated Center Customer Flow



Product Box

- ❑ Comprehensive or Specialized Assessment
- ❑ Development of IEP
- ❑ Career Planning
- ❑ Case Management
- ❑ Employability Skills
- ❑ Workshops
- ❑ Job Clubs
- ❑ Basic Skills ABE/GED

- ❑ Occupational Skills Training (ITA's)
- ❑ Short-Term Occupational Skills
- ❑ On-the-Job Training
- ❑ Apprenticeships
- ❑ Youth @Work
- ❑ Vocational Rehabilitation
- ❑ NCOA Title V Older Worker
- ❑ Veteran Services

Employer Services Function/Team

- Services move beyond listing jobs and making referrals
- Align with Economic Development
- Align with HR needs of employers
- Assist employers with accessing workforce services and matching employer with Center customers
- Emphasis on sector strategies for high growth industries

Integrated Staffing

- All WP & WIOA staff function as “Career Advisor”
- Staff are cross trained and provide services by function
- Staff in smaller Centers will have multiple functions
- All staff functionally report to their Center Manager for day-to-day direction.



WE ALL USE...

NCWorks online ncworks.org

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Four Tenets of ISD

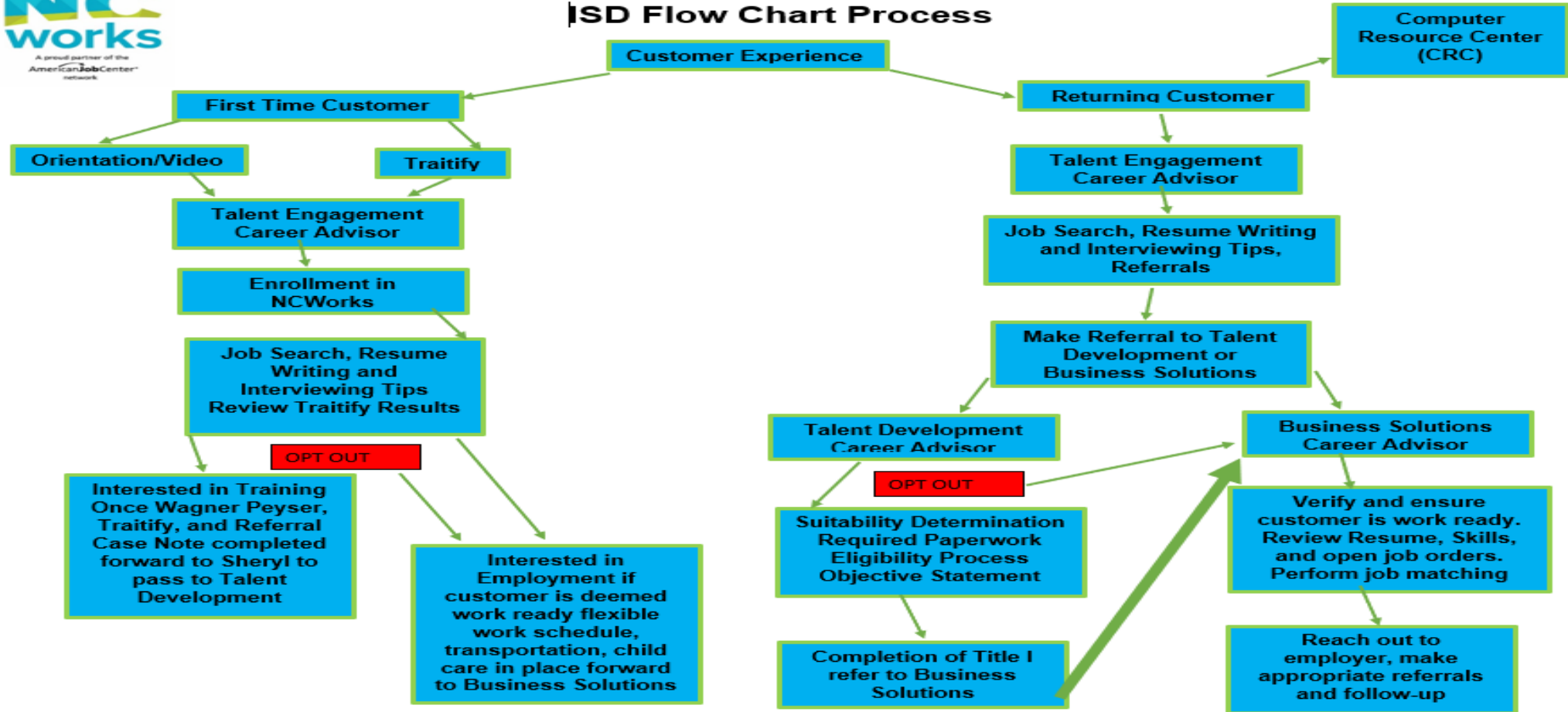
- Customer Experience
 - Job Seekers
 - Businesses
- Communication
 - Staff
 - Partners
- Staff Development and Training
 - What do you need?
- Shared Performance and Accountability
 - Center Performance Measures
 - Commission Performance Measures
 - Federal WIOA Performance Measures



Learning Map Hybrid



ISD Flow Chart Process



Steps as easy 1-2-3

- **WIOA TITLE I REFERRAL STEPS**

- **Before referring any WIOA Title I candidate to Talent Development please ensure the following is completed**
- Wagner-Peyser
- NCWorks Interest Profiler
- Updated resume has been created and/or uploaded
- Detailed referral case note (See below Case Note Cheat Sheet)
- Once all the above steps are completed **Refer to:**
 - Include first and last name
 - Last 4 digits of social security number
 - Email Subject:
 - Referred to NextGen
 - Referred to Title 1-Adult/Dislocated Worker
 - Referred to Business Solutions
- Intake Specialist will forward to talent development

How do we measure up?

- Are we integrated?
- Are the services in the Center provided seamlessly?
- Are we customer-centered?
- Are we responsive to our local employer needs?
- Are we preparing workers with the skills they need to be competitive in the local job market?
- Are we focusing on continuous improvement of their skills?
- Are we utilizing data to drive our strategies?
- Are we holding ourselves accountable?

Questions?

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Contact Us

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